

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
MEDICAL ASSISTANCE ADMINISTRATION
Olympia, Washington**

To: All Providers
Managed Care Plans
Regional Administrators
CSO Administrators

Memorandum No: 01-15 MAA
Issued: May 1, 2001

From: James C. Wilson, Assistant Secretary
Medical Assistance Administration (MAA)

Subject: New Toll-Free Number for Providers

On Monday, April 2, 2001, the MAA Provider Enrollment Unit opened the new toll-free number 1-866-545-0544. This memorandum discusses who should use the toll-free number and the hours of operation.


When should providers use the new toll-free number 1-866-545-0544?


Use the new toll-free number in cases involving:

- New or potential providers;
- Changes in provider information such as address and ownership; and
- Questions regarding the status of an application for provider enrollment.

What are the hours of operation for the new toll-free number?

Monday, Tuesday, Thursday, and Friday..... 8:00 a.m. to 4:30 p.m.
Wednesday 10:00 a.m. to 4:30 p.m.

 **Note:** Providers with billing and policy questions should continue contacting Provider Relations at 1-800-562-6188. You will be referred to this number if you call the provider enrollment toll free line with questions not related to provider enrollment.

 **Note:** The *Important Contacts* section within each of MAA's program billing instructions will reflect this new toll-free number when updated.